

## Obligations towards the customers of the travel agency

- Display the obtained logo close to the entrance and always visible to the public.
- Provide the correct terms and all necessary information regarding the prices and conditions of a trip or a stay.
- Provide the services, in the foreseen circumstances, to which the agency has committed itself in relation to the customer.
- Respect the confidentiality of all customer data.
- Not to use the funds deposited by a customer for purposes other than those of the agency and to return the funds due to customers without delay.
- In case subcontractors are used: only call upon suppliers or subcontractors who offer a reliable professional and moral guarantee.

## Obligations towards the suppliers

- To pay the suppliers within the agreed deadlines, if not within the usual terms.
- With regard to dissolution of agreements (contracts), to respect the agreed terms, if not, the usual terms.

## Information that has to be provided to Brussels Economy and Employment

- **Annually by 1 July** : provide Brussels Economy and Employment with the number of employees working in the main office and in the branches of the company established in the territory of the Brussels-Capital Region.
- In the event of a change that affects an item in the authorisation request or a document that accompanies it: report this change to Brussels Economy and Employment by registered letter within a period of 1 month following occurrence of the event.

**These obligations are applicable to the following categories :**

- [Travel agency parent company](#)
- [Travel agency branch office](#)

**Regulation**

- [Edict of 22 April 2010 on the status of travel agencies](#)
- [Implementing order of 27 September 2012](#)